GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:530
ANSWERED ON:19.07.2017
Corruption in Tatkal Scheme
Lokhande Shri Sadashiv Kisan

Will the Minister of RAILWAYS be pleased to state:

(a) whether corruption is rampant in the Tatkal Scheme of Railways;

(b) if so, the details regarding such cases which came to light during the last three years, till date along with the action taken thereon;

(c) whether there has been alleged nexus of railway officials in such cases;

(d) if so, the details thereof along with the action taken against the erring officials; and

(e) the preventive measures taken by the Railways to curb such activities?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (e): Some instances of corruption and malpractices in mass contact areas, including tatkal booking, have come to notice. In the period from 2014 to 2017(upto June), the Railways conducted as many as 6324 checks in various passenger reservation areas, including tatkal and 926 erring Railway officials have been taken up under D&AR.
In order to curb malpractices in mass contact areas, including tatkal bookings, frequent checks are conducted by Vigilance, Security and Commercial Departments and action is taken against the culprits as per relevant provisions. Besides, the following additional steps have also been taken to avoid misuse:-
i) Provision of non granting of refund on cancellation of confirmed tatkal tickets except in certain special circumstances.
ii) Staggering of the timings of reservation under Tatkal Scheme.
iii) Captcha implementation for online tatkal tickets.
iv) Imposition of minimum time limit while booking tickets through internet.
v) Making OTP (One Time Password) compulsory for net Banking Payment options.
vi) Installation of five new Itanium servers to enhance the ticketing capacity.
vii) Disabling authorized agents to book Tatkal tickets during first half an hour of opening of reservation.
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